

Find our terms and conditions of use here for [Luxembourg](#) and [Belgium](#), here for [Italy](#). The present translation is for information only.

Article 1 – General information –

Introduction

The terms used in these General Terms and Conditions and beginning with a capital letter shall have the meanings described therein.

1.1 Presentation of the Company

The company AGILINNOV', a simplified joint stock company with a capital of €188,859.00, whose registered office is located at 1 ter mail Pablo Picasso 44000 Nantes, registered in the Trade and Companies Register under number 813 952 082, intra-community VAT number FR83813952082, email: contact@shopopop.com (hereinafter the "Company" or "SHOPOPOP") is a digital platform dedicated to facilitating collaborative delivery, also known as crowdshipping (hereinafter the "Platform").

Users can find the Legal Notice on the [Shopopop.com](https://www.shopopop.com) website or by clicking on the following link: [Legal Notice](#).

1.2 Introduction to crowdshipping

Crowdshipping is a delivery method that originated in France around ten years ago, enabling individuals (hereinafter referred to as "Individual deliverers") **acting in a spirit of co-consumption and on a non-professional basis**, to make a delivery during a journey planned on their own behalf to persons wishing to receive a delivery (hereinafter referred to as "Customers", "Delivery Recipients" or "Recipients").

1.3 Presentation of the Service

The SHOPOPOP Service (hereinafter the "Service") is a digital platform designed to promote crowdshipping delivery by connecting Customers and Individual deliverers in the same area with a view to organising home delivery services for purchases previously made in-store (hereinafter referred to as "Shopping Cart Drop-off" deliveries) or online from retailers (hereinafter referred to as "Partners").

The SHOPOPOP Service aims to promote a spirit of community support and the sharing of journeys for environmental reasons, but is in no way a carrier or freight forwarder, rather a digital platform for connecting people for shared delivery.

AGILINNOV' acts solely as a host on the Website and the Application and is a third party to the relationship between the Individual deliverer and the Customer. AGILINNOV' shall not be held liable or responsible for any obligations arising from the relationships between users of its platform.

AGILINNOV' has no control over the behaviour of users of its platform and has no authority over Individual deliverers. It is not mandated by Customers to find them a Individual deliverer.

1.4 Accessibility to the Service

The website presenting the Company and its activity is accessible at www.shopopop.com (hereinafter referred to as "the Website") and is intended for all users of the Platform:

Individual deliverers, Deliveries, Customers, Partners, prospects (hereinafter referred to as "Users").

For Individual deliverers, the Service is accessible in the form of a mobile application called "SHOPOPOP: crowdshipping" via Google Play or the Apple Store (hereinafter referred to as "the Application") by opening an account that meets the conditions set out in Article 4.2.1.

For Partners who have offered their customers delivery via Shopopop and who have accepted this offer, the company also publishes a platform accessible via the URL app.shopopop.com (hereinafter the Pro Platform). This platform enables the transmission of information necessary for the delivery via crowdshipping (hereinafter the Order).

Customers access the Shopopop Service and the Service through Partners, who require their free and informed consent to these general terms and conditions of use.

1.5 Application of the Terms and Conditions

These General Terms and Conditions of Use (hereinafter referred to as the "General Terms and Conditions" or "GTC") apply to any natural person of legal age who uses the platform and are intended to govern access to and use of the Service. By accessing the Service, the User agrees that all of these GTC are binding upon them. If the User does not agree to these Terms and Conditions, they must not use the Service.

Any use of the Platform is subject to these Terms and Conditions, which prevail over any other document in the absence of specific derogatory conditions expressly agreed upon.

Any modification or update to these Terms of Use made by the Company will be published on the Platform and notified by the Company to registered Users before it comes into effect.

The Terms and Conditions shall be deemed to have been accepted by any User in the event of use of the Service. The Company regularly updates its Terms and Conditions to ensure that they are always accessible and cover all the functions and services it offers to Users of the Service. This regular updating is also necessary to regularly verify the compliance of the Terms and Conditions with the laws and regulations in force.

1.6 Terms and Conditions of Third-Party Providers

For certain specific features of the Platform (e.g. electronic wallet, identity verification), the User must use tools or services provided by third-party companies. In such cases, the User will become a user of these services and must accept their terms and conditions of use. For example, in order to use the Integrated Payment Service, the Individual deliverer must accept [the General Terms and Conditions of the payment service provider](#) (please refer to Article 7 for more information on how users are invited to accept these).

When third-party tools and services are governed by separate terms and conditions, the Site displays a hyperlink to the applicable terms and conditions. These are made available to the User as part of the services provided by the third parties concerned. These terms and conditions shall apply to the User and shall be directly enforceable against the third party by the User. They shall not be binding on the User and AGILINNOV'.

Article 2 – Terminology

Customers/Deliveries: refers to customers who have purchased products from retail partners offering access to crowdshipping delivery solution via Shopopop.

Individual deliverer: refers to any person registered on the Application.

Financial contribution: refers to the sum of money paid to the Individual deliverer as defined in the Financial Contribution section of these Terms and Conditions.

Pack: refers to bulky products such as packs of water or milk, for example.

Product: refers to the products ordered by the Customer from the Point of Sale, which will be delivered and handed over to the Customer by the Individual deliverers. The products have a maximum unit weight of 30kg, a maximum total volume of 90 litres per Order, and a maximum size of 2mX1m per product unit/Container.

Point of Sale: refers to the points of sale of AGILINNOV's partner retailers offering their customers the collaborative delivery service access.

Article 3 – Conditions of access to the Application

The Application is intended only for:

to natural persons of legal age
acting in a non-professional capacity
residing in France.

Access to the Application is free of charge.

In the event that a Individual deliverer wishes to make deliveries on a professional basis, they undertake not to use the Service, which is reserved for crowdshipping. The User acknowledges that any use of the Service in contravention of this article shall render them liable to the Company, which reserves the right to claim damages for any losses incurred and any material and immaterial damage caused as a result of such use.

Access to the SHOPOPOP service is granted by opening an account in accordance with the conditions set out in Article 4.2.1.

Article 4 – Terms and conditions of use of the Service

4.1 Placing an order – submitting a delivery request

4.1.1 To place a delivery request, the Customer must comply with the terms and conditions of the partner sites, which require their free and informed consent to these Terms and Conditions of Use.

The Customer must have made an online purchase on a website offering a "click and collect" service or in-store, and the order must have been paid for in full before placing an order on the Application.

4.1.2 The Partner or Point of Sale is authorised by the Customer to submit the delivery request on the Platform.

After the Customer has placed the order, the Point of Sale sends the following information to the Platform:

Contact details (surname, first name, full address, telephone number, email address);
Delivery day;
Preferred time slot;

Access conditions (door code, presence of a lift, number of floors, etc.)
Value of the Products;
Number of containers to be delivered;
Weight and dimensions of the containers;
Specific characteristics of the Products (in particular if the Products are fragile or frozen).

The Point of Sale shall inform SHOPOPOP of any changes or cancellations to Orders, specifying the date, delivery time slot and contact details of the Customer concerned. Any Order that does not comply with this information may be rejected and cannot be processed by SHOPOPOP unless it is corrected by the Point of Sale.

4.1.3 Connection by SHOPOPOP

SHOPOPOP undertakes to post the delivery request on the Application. The Individual deliverer who selects a delivery will receive a confirmation email from AGILINNOV confirming that their delivery request has been accepted, with a summary of the information provided and a code for picking up the delivery. They collect the order from the collection point and deliver it at the time and to the address specified to the Customer.

4.2 Accepting a delivery

4.2.1 Prerequisites for booking a Individual deliverer: To pick up a delivery on the Application, the Individual deliverer must first:

- Have created an account with their exact identity details.
- Have provided identity information such as a copy of their passport, identity card, residence permit, etc., in accordance with Article 4.2.2 hereof.
- Have read and accepted the [individual deliverers Charter](#), which forms an integral part of these Terms and Conditions.
- Be of legal age.
- Reside in France or Belgium
- Provide information about your usual journeys.
- Have accepted the application of the Terms and Conditions

It should be noted that Shopopop is part of the sharing economy and acts as a platform connecting individuals for carpooling.

The Individual deliverer acts on the platform as an individual making occasional deliveries on their route. They act in a private and non-professional capacity.

Consequently, they are responsible for taking out their own insurance for injuries, accidents and civil liability in connection with the deliveries they make for the recipient.

4.2.2 KYC checks on Individual deliverers

For the purposes of establishing and securing the connection, the Company carries out an identity check through the service provider ONFIDO. By creating an account on the Application, the Individual deliverer accepts the General Terms and Conditions of this service provider, which will be directly enforceable against them: [HERE](#)

The Individual deliverer will therefore be subject to the regulatory procedures implemented by the service provider, such as identity checks and other customer due diligence requirements. For the purposes of identity verification, the Individual deliverer must provide information such as a copy of their passport, identity card or residence permit, as well as

their country of residence and nationality. If a Individual deliverer does not provide the required documents, they will not be able to access the Service offered by the Platform.

4.2.3 After accessing the Service under the conditions defined in Article 4.2.1, the Individual deliverer may view delivery requests on their route.

They can thus see if a delivery is requested at the store they are going to for a destination close to their home or if a delivery is requested on a route they are taking.

It is important to remember the collaborative spirit of the site. Under no circumstances should deliveries be made for commercial gain or with the aim of making a profit.

4.2.4 If a delivery is of interest to the Individual deliverer, they can select the relevant journey and confirm that they will take on the delivery.

The Individual deliverer has access to information about the journey to be made from their account on the Application and receives confirmation of their acceptance of the journey to be made by email. The Customer's exact address is only communicated after the order has been collected.

4.2.5 On the day of delivery, the Individual deliverer goes to the relevant store, collects the order placed by the Customer, indicating the name and order reference provided via the Application, and travels to the Customer's home using the optional GPS integrated into the Application.

Delivery is made to the Customer's door, or any other location agreed between the Individual deliverer and the Customer.

In general, AGILINNOV' undertakes to send information relating to the tracking of the order and its collection to the Customer and the Individual deliverer by means of notifications or by sending emails or text messages.

ARTICLE 5: User obligations:

Users undertake to:

Not to make deliveries for commercial, professional or profit-making purposes. The collaborative spirit of the site is reiterated here.

Ensure the accuracy, integrity and legality of the information provided, particularly with regard to identity and contact details;

Ensure the proper use of the platform;

For Individual deliverers, create only one account on the Platform;

Refrain from entering information and/or messages, comments and other content that is malicious, disparaging, defamatory, abusive, obscene, pornographic, violent, racist, xenophobic, discriminatory, deliberately misleading, illegal and/or contrary to public order or morality;

Not to alter or disrupt the integrity of the Platform and/or the data contained therein;

Not to act or attempt to act in a manner contrary to the purposes of the Platform and/or in a manner that infringes the rights of the Company or a third party or is contrary to public order or morality;

Not attempt to gain unauthorised access to the Platform or to the systems or networks associated with it, or to intercept data;

Use the contact details provided strictly for the purpose of delivery;

Use the Platform in compliance with applicable national and/or international laws and regulations.

Article 6 – Financial Contribution of the Individual deliverer

For each delivery Order completed, a Financial Contribution is paid to the Individual deliverer. This Financial Contribution is due upon confirmation of the completion of the crowdshipping and in accordance with the amount accepted when the delivery Order was booked. The Customer's contribution to this Financial Contribution is managed in their purchasing relationship with the Partner.

The amount of the Financial Contribution is displayed in euros when the Order is created and includes all taxes.

The Company limits access to the platform when the total Financial Contributions exceed £3,000 over a year.

The amount of the tip is calculated using an algorithm developed by AGILINNOV', which takes into account several criteria, including the delivery distance, the volume of the Customer's order, and any difficulties in accessing the delivery address.

Article 7 – Electronic wallet

7.1 How the electronic wallet works

The Company provides Cotransporters with an electronic wallet operating as a payment account, opened in the name of the Cotransporter on the Application, to which the Financial Contributions related to the performance of cotransport services are credited. The electronic wallet is a payment service provided by a third-party payment service provider.

The electronic wallet is not a bank account and must not be used as such.

The Company is the sole entity authorized to instruct the Payment Service Provider to make payment to the benefit of the Cotransporter of the Financial Contribution related to the cotransport service to their electronic wallet, once the recipient has confirmed proper receipt of the Order or is deemed to have received and accepted it.

A payment service provider is registered with the Company. By creating an account and accepting these General Terms and Conditions of Payment, the User also accepts that the general terms and conditions of this service provider, reproduced below, are directly enforceable against them:

[Stripe General Terms and Conditions \(click to access\)](#)

The User is informed that, upon creation of the Cotransporter account, an electronic wallet is created by providing the Payment Service Provider with their first name, last name, date of birth, and email address, in accordance with the "KYC Verifications" article.

7.2 Transfer of funds held in an electronic wallet to the Individual deliverer's bank account

Users may transfer funds from their electronic wallet to their bank account. This transfer will be carried out by the payment service provider. To do so, the User must first enter their IBAN (bank account number), full postal address and country of residence in their account. The User may make a payment to a bank account in euros opened within the Single Euro

Payments Area (SEPA). Payments to bank accounts in other currencies and/or outside this area are not available.

Article 8 – Right of withdrawal

By accepting these Terms and Conditions, the User expressly acknowledges and agrees that the Contract between them and Shopopop (hereinafter the Contract) consists of the provision of a digital service intended to connect them with another User for a shared delivery service. This Contract will be executed as soon as the Order is booked by the Individual deliverer. The User therefore hereby gives their consent for the Contract to be performed before the expiry of the withdrawal period and thus expressly waives their right of withdrawal, in accordance with the provisions of Article L.221-28 of the French Consumer Code.

When a Individual deliverer clicks on the "book delivery" button, the Customer is subsequently notified by email and SMS and the contractual link between them is established.

Individual deliverers are informed that by clicking on the "book delivery" button, they irrevocably accept the terms and conditions of the delivery request and undertake to comply with them.

The Individual deliverer may leave the Platform at any time simply by deleting their account.

Article 9 – Liability

9.1 Liability in the event of poor performance of the contract between the Customer and the Individual deliverer

The Company provides the service as a host and is in no way a party to the contractual relationship between the Individual deliverer and the Customer.

The Company shall not be held liable for the non-performance or poor performance of the contract formed by the Individual deliverer and the Customer, and any consequences arising from proven breaches shall be settled directly between them. In its capacity as an intermediary, the Company cannot be held liable for the performance of a delivery, in particular due to the behaviour of Users during, before or after the shared transport. Clients and Individual deliverers are therefore solely liable for any direct or indirect, material or immaterial damage or loss occurring between them or with a third party in the performance of the contract between them.

AGILINNOV' cannot be held liable for damages of any kind that may result from a failure to comply with or improper compliance with these Terms and Conditions by a User, an unforeseeable or insurmountable event caused by a third party, or an event of force majeure as usually defined by French law and case law.

9.2 Availability of the Website and the Application

AGILINNOV' undertakes to use all possible means to enable access to the Application and the Website 24 hours a day, 7 days a week.

However, AGILINNOV' reserves the right to modify or interrupt, at its sole discretion, temporarily or permanently, all or part of the access to the Website or the Application, in particular for reasons of maintenance of the Website or the Application or the Pro Platform.

9.3 Consultation and use of the Website and Application

The Pro Platform, the Website and the Application contain links to websites whose content AGILINNOV' cannot guarantee, which the user acknowledges and accepts. Access to these third-party sites is at the sole responsibility of Users, which means that AGILINNOV' cannot be held liable for any damage resulting from access to and/or use of these third-party sites.

Article 10 – Restriction of access and deactivation of accounts

10.1 The Company reserves the right, at its sole discretion, to take the following measures, which may be cumulative and immediate in the event of fraud, security risks or investigations:

- (a) Terminate these Terms of Use immediately and without notice; and/or
- (b) Prevent the publication of any content on the Site or the Application (comments, Orders, etc.). and/or
- (c) Restrict access to and use of the Service; and/or
- (d) Temporarily or permanently suspend the account of the defaulting User.

The measures set out above may also be applied in the following cases:

Acts related to carpooling that infringe on the rights of Shopopop, a User, or a third party, or that are contrary to public order or morality;
In the event of a breach of these Terms and Conditions;
When the Company considers that users do not comply with the model of the collaborative economy or carpooling
If the total Financial Contribution is likely to exceed €3,000/year and contravenes the Article "Financial Contribution"

10.2 AGILINNOV' shall inform the User concerned as soon as possible of the implementation of any of these measures.

Article 11 – Intellectual property rights

"SHOPOPOP" is a registered trademark.

The texts, images and representations appearing on the Website and the Application are protected by intellectual property law and are the exclusive property of AGILINNOV'.

The reproduction, imitation or representation, in whole or in part, of AGILINNOV's intellectual property rights is likely to constitute an infringement punishable under the provisions of the Intellectual Property Code and/or a tortious act likely to incur the civil liability of its authors.

All Users undertake not to infringe, directly or indirectly, the rights held by AGILINNOV and, in this respect, refrain from:

Any use of the Application or the Website for the purpose of designing, producing, distributing or marketing similar, equivalent or substitute services,
Any adaptation, modification, transformation or arrangement of the Application, the Pro Platform or the Website, including for the purpose of correcting a malfunction,
Any decompilation, reverse engineering or disassembly of the Application, the Pro Platform or the Website, in whole or in part,
Any assignment, transfer or rental, in whole or in part, for consideration or free of charge, of the Application, the Pro Platform, the Website or the right of use granted above,
Any direct or indirect transcription or translation of the Application, the Pro Platform or the Website,
Any modification or circumvention of the protection code, such as access codes or identifiers.

Article 12 – Personal data

The Company undertakes to respect the confidentiality of the personal data entrusted to it and to ensure its security. It processes and collects Personal Data in accordance with the provisions of the Platform's Privacy Policy, which can be accessed by clicking on this [link](#) and which sets out, in particular, the purposes for which this personal data is used, the retention periods and storage methods, the use of subcontractors for the use of the Service, etc.

The Privacy Policy also contains all the necessary information on how Users can exercise their rights with regard to their personal data.

Article 13 – Liability – Applicable law – Jurisdiction

13.1 These Terms and Conditions are governed by French law. However, under European regulations, users residing in the European Union benefit from all the public policy provisions of the law of the country in which they reside.

13.2 In the event of a dispute arising from these Terms and Conditions, the User undertakes, prior to any legal action, to contact customer service in order to attempt to settle the dispute amicably. If the User's written complaint to the Company is not resolved, the User is informed of the possibility offered by Article L.612-1 of the Consumer Code to refer the matter to the Consumer Ombudsman: Association Nationale des Médiateurs (ANM), which can be contacted by post at 62, rue Tiquetonne 75002 PARIS or by completing the online referral form at the following address: www.anm-conso.com.

13.3 Any dispute relating to the execution or interpretation of these General Terms and Conditions shall fall within the exclusive jurisdiction of the competent French courts.

Last update : 5 January 2026

Archives :

[1 september 2025](#)

15 July 2024